

THE IPN DISPATCH

IPN Monthly Dispatcher Update

July 2015

Chapter Stats



The big news for the month of May is that Florida has knocked California out of its long run as the busiest state! This is not an easy task considering California consistently turns in amazing call volume. Huge **kudos** to all of our Florida dispatchers for stepping up and sending even more incidents. They rallied to send 462 more alerts than the previous month.

The other interesting note is that Texas has remained in the top 8 for the second month in a row. They post in the #7 position again. Great job y'all. Here are your top

8 for May. Thanks to everyone who was active. Every incident counts.

Florida - 2752
California - 2504
New York - 1770
Massachusetts - 1097
Illinois - 921
Pennsylvania - 806
Texas - 768
New Jersey - 577

IPN Dispatcher of the Month

We are pleased to announce that **FLA105** has been named DOTM!

He has been an active IPN dispatcher since 2014 and consistently meets the premium dispatcher free month criteria.

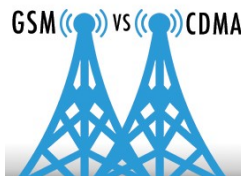
Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.

AT&T and Metro PCS Updates

AT&T Wireless utilizes different gateways for SMS (short message service) and MMS (multimedia messaging service). Typically, IPN recommends utilizing a carrier's SMS gateway to receive IPN alerts via cell phone. With AT&T it has been reported to us that each message sent via SMS appears from a unique ID number. However, utilizing the MMS gateway will group your IPN alerts together from a single source ID.

Metro PCS was recently acquired by T-Mobile and some system backbone changes have been initiated. Most significantly, the Metro PCS gateway has been replaced by the T-Mobile gateway (GSM over CDMA). Metro PCS subscribers and dispatchers to our service may not be receiving all (or any) of their alerts.

To update the gateway utilized by IPN on your profile and click the "change" button across from your phone number. If you need assistance with this or require a password reset, please contact your support team.



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Pop Quiz

You are monitoring your local scanner and hear the water rescue callout for a flooded area following a dangerous thunderstorm. Police units are at scene of a woman trapped on the roof of her car, stalled on a flooded street. After requesting dispatch notify the fire/rescue department, the woman is swept off the car into the raging waters. Officers update Fire & EMS of her changing location. The fire department has initiated their swift-water protocol. Medics are enroute. Which IPN category would you use?



- A) Technical Rescue - it's a water rescue incident.
- B) Special - this is a unique situation for the media to report on.
- C) Search and Rescue - crews are looking for the woman.
- D) Missing Person - the female is missing from the vehicle.

PulsePoint Comes to Texas



The pulsepoint app recently added the city of Plano. This department is located in Collin County, which is part of our DFW chapter. Plano Fire is an ISO class 1 agency protecting 271,000 residents who reside in a 72 square mile area. There are 13 fire stations in the city. There is an in app feed to facilitate monitoring.

We have seen what this app can do to help enhance coverage in other areas like California. We hope that other Texas departments will join up and help us to further that effort. If you are a DFW dispatcher we strongly encourage you to get this app and help close the gaps in our Plano coverage. If you have any questions please contact support. Your team is always happy to assist.

One final note on pulsepoint: All calls must be monitored to confirm the details. Many departments are alerting for "Confirmed Structure Fire" on pulsepoint lately and they end up being very minor in nature. Please do not assume that "Confirmed Structure Fire" is a verified working fire. Trust only what you hear with your own ears!

IPN Is On The Road Again: Connecticut



IPN is working with the IFBA again this year to provide coverage to their members during their 2015 convention which is being held from August 12 to 15th. If anyone would like to assist with coverage during that period please let support know so that we can upgrade your profile with the additional state. There are numerous good scanner feeds in the area and we recommend Broadcastify for a complete list. Convention details can be found at <http://ifba.org/2015-ifba-convention/>

In conjunction with the show, your IPN Quality Assurance and Support Teams plan to have an IPN dispatchers town hall meeting. Local dispatchers, please contact support if you have any suggestions on where to hold our meeting (restaurant or hotel with small conference room, etc); please reply by July 22nd so that it can be included in the next newsletter.

As usual, IPN dispatchers at the town hall meeting will receive free IPN gear and are provided an opportunity to provide direct input to your team members on what works, what doesn't, and how YOU see the direction of the company going. Those that RSVP are guaranteed the best swag! Details will be in the next newsletter. Most importantly, dinner is on us!

Feed Review

-Seattle, WA



Seattle - Tacoma - Bellevue Metro Area's population is 3,453,748 people.

The area boasts a variety of outdoor activities, a diverse population, and professional sports teams. Seattle also hosts many special events that attract a wide variety of visitors to the city, such as the NCAA Basketball Tournaments, SeaFair, Hempfest, regattas, and many more.

Seattle has a maze of freeways that connect the area, which host a wide variety of traffic related incidents. Seattle also has many bodies of water, including Puget Sound, Lake Washington, and more. Water means many technical rescues, trauma alerts, and Search and Rescue incidents.

Seattle Fire currently employs 981 uniformed personnel, dispersed across 34 stations, 33 Engines, 12 ladder trucks, 4 fire boats, 2 air trucks, 2 hose wagons, and 11 medic units. AMR also provides transport on many incidents, alongside the Fire medics units.

Seattle Police have approximately 1,800 personnel, including specialty units such as harbor patrol, SWAT, K9, and more.

Seattle is home to Harborview Medical Center, a premier trauma center, burn center, and pediatric hospital.

Seattle is surrounded by other large cities, such as Tacoma, Bellevue, Kirkland, and Kent, which are also very active areas to monitor.

King County agencies share a helicopter program, called Guardian 1, which will often be heard on a variety of incidents, across many feeds.

[Seattle Fire](#) [Seattle Police/Fire/EMS](#) [King County](#) [Tacoma/Pierce County](#) [Seattle Fire CAD \(Realtime911\)](#)

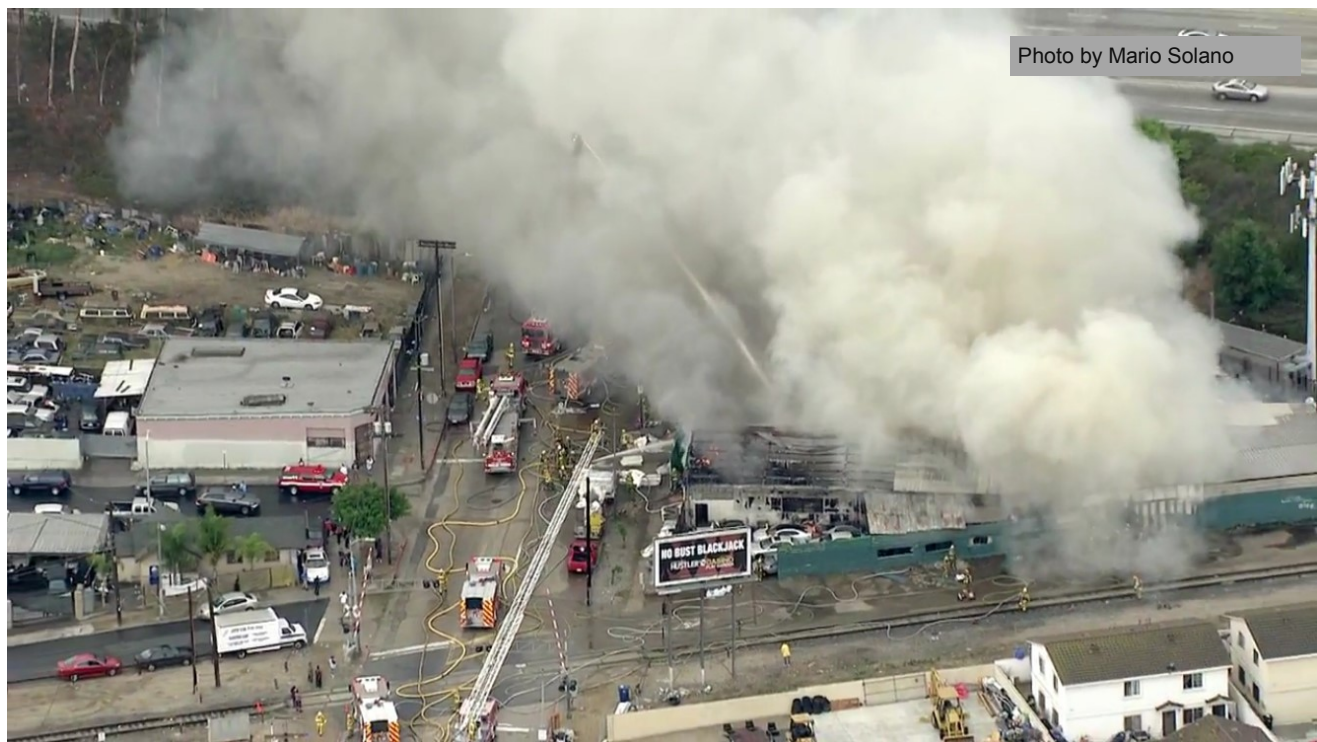
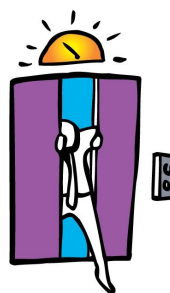


Photo by Mario Solano

06-09-2015 07:45 | Los Angeles| LAFD Greater Alm Fire| Tac 12 & 13| 11620 S Main St|Large 1 Sty Comm Bldg Fully Involved with Exposure to the South.| LAX159 Editor's note: Photographer advises this aerial photo was obtained using a drone.

Ask QA

-Stalled Elevators



Our QA Support Staff received this question and we wanted to share the answer with all of you:

"My local FD has an elevator rescue response that includes an engine, truck, and heavy rescue response rig. Does this meet IPN's tech rescue criteria?"

Responses for people "trapped" in stalled elevators are not a valid IPN alert.

These calls are actually fairly frequent in most cities and are seldom newsworthy. People in the elevator itself are usually not in any danger, so paging this type of event over the system does not match any IPN alert type.

A fall, down the elevator shaft, could be a trauma alert or possibly a tech rescue if specialized equipment and personnel are needed. This would be quite rare.

When in doubt, re-read the guidelines, ask for help in the chat room, or send an email to support.

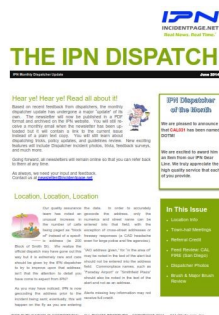
Past Newsletters

Did you know that you can still access our past newsletters online?

Click here for the month you want to review again:

JULY 2014
AUGUST 2014
SEPTEMBER 2014
OCTOBER 2014
NOVEMBER 2014
DECEMBER 2014

JANUARY 2015
FEBRUARY 2015
MARCH 2015
APRIL 2015
MAY 2015
JUNE 2015



Contact Us

Remember, we are here for YOU.

We only have a few dispatchers sending us incident photos, we want your input! Please send us your article suggestions, scene photos, input, and feedback. Remember, this is YOUR newsletter!

**Newsletter Story &
Photo Submission:**
newsletter@incidentpage.net

General Support:
support@incidentpage.net

Dispatcher Admin Office:
1900 Weld Blvd, Suite 105
El Cajon, CA 92020

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Pop Quiz Answer

Answer: A - Tech Rescue

This is an active search for a known victim using specialized equipment and/or personnel. Some municipalities may even have dedicated “swift-water” task forces.

Were you tempted by Search & Rescue? A close 2nd but would be for a wide-area search of a possible victim by search & rescue teams.

What was YOUR answer?

Don't forget to follow us on Facebook and ask a fellow dispatcher for an invite to the IPN Dispatcher facebook page. Look for prizes, raffles, and give-aways exclusively there. The more you share, the better the prizes!